Product Related Services

Activation of Support Pack & Solution Pack

BLP CATMPRS PPM
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Support Pack Activation – General Information

1) The service acquired with a Support Pack or SolutionPack has to be activated within 30 days after their purchase by means of registration at the Fujitsu Support Pack portal.

2) The registration process differs between the activation of individual Support Packs HW/SW and the combined registration (bulk registration) of Support Packs and Solution Packs for infrastructure configurations like Fujitsu Integrated Systems. Other than the general rule that Support Packs may be purchased within 90 days, the bulk registration is possible only if the products and related Support Packs are ordered at the same time.

3) Based on the activation key provided to the customer in a Service Certificate, it will be determined whether an individual service or the services for an infrastructure configuration have to be activated. The user will be guided through the subsequent steps accordingly:

- **Individual Registration**
  - This process will start automatically if no infrastructure configuration has been identified.
  - Individual Registration can be used to register one or multiple Support Packs.
  - For each Support Pack, Fujitsu will provide a separate activation key to the customer.

- **Bulk Registration**
  - This process will start automatically if an infrastructure configuration has been identified. Fujitsu will provide one master key for the entire infrastructure configuration to the customer.
  - This process can - if desired - be changed by the user on Individual Activation.

- In the following, the two registration processes are described in detail.
Welcome to the Fujitsu SupportPack system.

In order to continue, please select a language:

-- Select --
Support Pack Certificate

The certificate provides to the customer the information required for the registration process.

It is usually provided to the customer
• by email, if an email address is logged in the purchase order
• or otherwise by normal mail

In case of questions regarding the registration process:
Contact details valid for the respective country are provided on the certificate.
Individual Registration – Overview (1)

Registration of Support Pack Hardware

Support Pack HW

Certificate FSP:xxx

xxxxxx - yyyyyy

Activation key

Customer details

Fujitsu Support Pack portal

Service activated

HW product

DXXXnnnnnn

Serial number

The serial (or ident) number can be found on the system identification sticker on the system unit

Thereafter and until the end of the contracted service period, the customer can log support calls with Fujitsu

Support call @ Fujitsu
Individual Registration – Overview (2)

Registration of Support Pack Software & SolutionPack

Support Pack SW SolutionPack

Activation key

Certificate FSP:xxx
xxxxxx - yyyyy

Customer details

Fujitsu Support Pack portal

Thereafter and until the end of the contracted service period, the customer can log support calls with Fujitsu

Service activated

Support call @ Fujitsu

SW license

Certificate U15000-Cyw

Serial number

SWLzzzzzz

For software, the serial number usually is a SW license key provided on a respective certificate

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Certificate U15000-Cyw

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For software, the serial number usually is a SW license key provided on a respective certificate
Individual Registration – Step 1

Enter Activation key and continue (Submit)
(Key can be found on the Support Pack certificate)

Re-usage of data of former activation possible
Individual Registration – Step 2

Activation (Step 2 of 6)
Congratulations on your purchase of a Fujitsu Support Pack.

Support Pack Code FSP:GD4S60Z00DENC1

Description:
Support Pack 4 Jahre Vor-Ort Service, 4h Antrittszeit, 9x5, Servicepartner ist fest vereinbart, bei Fujitsu erfragen. Leistungserbringung im Rahmen des Erwerbs für Lifebook P772, Lifebook T902

To finalise your activation you must now complete the following form with your company information and the serial number(s) of the Hard-/Software that is covered by the Support Pack.

Please see the Support Pack details and start registration (Start)
Individual Registration – Step 3

Activate your Support Pack (Step 3 of 6)

Enter only your name and e-mail address if you have activated in the past.

* indicates mandatory fields

Location of Equipment

- **company name**: Muster GmbH
- **address 1**: Wiesenbüttelshof 17
- **town**: Frankfurt am Main
- **postcode**: 60528
- **country**: GERMANY

Contact Information

- **Male** ☐ **Female** ☐
- **first name**: Hermann

Please tick the box, if you allow us to send an email notification when your service is expiring.
Enter
• location and contact details (previous screen shot)
• HW serial number or SW license key (or equivalent)
• date of purchase order of HW/SW product and Support Pack HW/SW (can be found on the respective Delivery Note)
and continue (Next)
Individual Registration – Step 4

Confirm Activation (Step 4 of 6)

Please verify that the information is correct and submit, or go back to the previous screen.

Support Pack to activate
Support Pack 4 Jahre Vor-Ort Service, 4h Antrittszeit, 9x5, Servicepartner ist fest vereinbart, bei Fujitsu erfragen.
Leistungserbringung im Land des Erwerbs für Lifebook P772, Lifebook T902

Activation Key
961B7A3B-2F4E6E0B

Location of Equipment
Muster GmbH
Wiesenhuettental 17
60528 Frankfurt am Main
GERMANY

Contact
Hermann Schmitt
hermann.schmitt@Muster.org
+4969783545
+491715656565
+4969783333

Hard- or Software
DPBF500165
LB T902 /WIN8 READY/i5-3320M/4 GB/DVD/

Activation Status
Ready to activate

Verify the activation details and
• go back (Back), if corrections are required
• or continue (Next)
The process will continue with Step 6
Individual Registration – Step 6

Activation Saved (Step 6 of 6)

Thank you for activating your Service with Fujitsu. If you entered an email address, an activation confirmation will be emailed to you.

You can now print this page for your records.

- Print the activation details, as required
- Select More activations if more Support Packs have to be activated
- Or exit the Registration Portal
For orders containing an infrastructure configuration and the corresponding Support Packs, the respective serial numbers are identified automatically during the registration process.

Thereafter and until the end of the contracted services’ period, the customer can log support calls with Fujitsu.

* For each HW product & SW license in the config a Support Pack has to be purchased. The master key is provided for the Support Pack of ONE component only.
Bulk Registration – Step 1

Activate Service (Step 1 of 6)

Welcome to Fujitsu Support Pack Web Site.

Activation

This site can be used to activate your purchased Support Packs against your Hardware serial numbers. By this activation you will confirm which Support Pack Service applies to your equipment at which address. This will ensure that our warranty database is updated to reflect your purchase and that your service requirements are known to our Service Providers.

Enter activation key.

To start the activation process, please enter your activation key. You can enter a used activation key or Serial ID + postal code to reuse its contact and location information.

Activation key: [BC28B378 - 3D4086A7]

Optional: To reuse contact and location data of a former activation, please enter the used activation key or Serial ID + postal code below. Please note: master activation keys cannot be used as they have multiple contact information.

Activation key: [ ] - [ ]

or Serial ID: [ ] and postal code: [ ]

Submit

Enter Activation key and continue (Submit)
(Key can be found on the Support Pack certificate)

Re-usage of data of former activation possible
System identified an infrastructure configuration including **12** Support Packs. Please see the Support Pack details and start registration (**Start**).
Switch to individual registration, as applicable
The identified HW serial numbers and SW license keys to be registered are provided automatically

Enter location and contact details (previous screen shot) and continue (Next)
Verify the contact details and
• go back (Back),
  if corrections are required
• or continue (Next)
The process will continue with Step 6
Bulk Registration – Step 6

• Print the activation details, as required
• Select **More activations** if more Support Packs have to be activated
• Or exit the Registration Portal